

# WEST Search History for Application 10630392

Creation Date: 2010031320:03

(compliance adj indicator)PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008

((compliance adj indicator) ) and (customer adj (relationship or (case adj management)))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008

((customer adj (relationship or (case adj management))) and (compliance adj indicat\$))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008

((customer or consumer) same (relation\$ or (case adj management)) and (compliance adj indicat\$))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008

((customer or consumer or buyer) same (relation\$ or (case adj management)) and (compliance adj indicat\$))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 09-19-2008

((customers same providers same access\$ same (case adj management))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 02-03-2009

((case adj management)PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 06-05-2009

((case adj management) ) and (interface same (plural\$ or many or (more adj than adj one) or multipl\$) same cases same (view\$ or output\$ or display\$))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 06-05-2009

((case adj management) and (interface same (plural\$ or many or (more adj than adj one) or multipl\$) same cases same (view\$ or output\$ or display\$)) ) and (request\$ same service\$ same customer same provider)PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 06-05-2009

((case adj management) and (interface same (plural\$ or many or (more adj than adj one) or multipl\$) same cases same (view\$ or output\$ or display\$)) and (request\$ same service\$ same customer same provider) ) and ((select\$ or pick\$ or choos\$) same (case or application))PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD OR YES 06-05-2009

## Prior Art Searches

Query	DB	Op.	Plur.	Thes.	Date
((case adj manag\$) same (customers same providers))	PGPB, USPT	OR	YES		02-17-2010
((case adj manag\$) same (customers same providers)) ) and ((hierarch\$ or tier) same case same assign\$)	PGPB, USPT	OR	YES		02-17-2010
((case adj manag\$) same (customers same providers)) ) and ((hierarch\$ or tier) same case )	PGPB, USPT	OR	YES		02-17-2010
((case same manag\$) and ((hierarch\$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
((case adj2 manag\$) and ((hierarch\$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
	PGPB, USPT	OR	YES		02-17-2010

((case adj2 manag\$) and ((hierarch\$ or tier) same case)) ) and (customers same providers)					
((case adj2 manag\$) and ((hierarch\$ or tier) same case)) and (customers same providers) ) and complian\$	PGPB, USPT	OR	YES		02-17-2010
((case adj2 manag\$) and ((hierarch\$ or tier) same case)) and (customers same providers) ) and (complian\$ same (compar\$ or threshold))	PGPB, USPT	OR	YES		02-17-2010
20040254816[pn]	PGPB, USPT	OR	YES		02-17-2010
(20040254816[pn] ) and (case same manag\$)	PGPB, USPT	OR	YES		02-17-2010
(customer adj relationship adj manag\$)	PGPB, USPT	OR	YES		02-17-2010
(customer adj relationship adj manag\$)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((case adj2 manag\$) and ((hierarch\$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((case adj2 manag\$) and ((hierarch\$ or tier) same case)) ) and (customers same providers)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((case adj2 manag\$) and ((hierarch\$ or tier) same case)) and (customers same providers) ) and (complian\$ same (compar\$ or threshold))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customer adj relationship adj manag\$) ) and ((hierarch\$ or tier) same case)	PGPB, USPT, USOC, EPAB, JPAB,	OR	YES		02-17-2010

	DWPI, TDBD				
((customer adj relationship adj manag\$) and ((hierarch\$ or tier) same case) ) and (customers same providers)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customer adj relationship adj manag\$) and ((hierarch\$ or tier) same case) and (customers same providers) ) and (complan\$ same (compar\$ or threshold))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(20040254816 or 7130807 or 6611867)[pn]	PGPB, USPT	OR	YES		02-17-2010
((20040254816 or 7130807 or 6611867)[pn] ) and (case adj manag\$)	PGPB, USPT	OR	YES		02-17-2010
((customer adj relationship adj manag\$) and ((hierarch\$ or tier) same case) ) and (complan\$ same (compar\$ ))	PGPB, USPT	OR	YES		02-17-2010
((customers same providers) and ((hierarch\$ or tier) same case))	PGPB, USPT	OR	YES		02-17-2010
((customers same providers) and ((hierarch\$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customers same providers) and ((hierarch\$ or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((((customers same providers) and ((hierarch\$ or tier) same case)) ) and (complan\$ same (compar\$ ))	PGPB, USPT, USOC, EPAB, JPAB, DWPI,	OR	YES		02-17-2010

	TDBD				
((customers same providers) and ((hierarchy or tier) same case)) and (compliance same (comparison)) and (case adjacent management))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((customers same providers) and ((hierarchy or tier) same case)) and (compliance same (comparison)) and (case same management))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adjacent interface) same (CRM or (customer adjacent relationship same management)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adjacent interface) same (CRM or (customer adjacent relationship same management)))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adjacent interface) same (CRM or (customer adjacent relationship same management))) and (case adjacent (summary and status))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adjacent interface) same (CRM or (customer adjacent relationship same management))) and (case same (summary or status))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adjacent interface) same (CRM or (customer adjacent relationship same management))) and (case same (summary and status))	PGPB, USPT, USOC,	OR	YES		02-17-2010

	EPAB, JPAB, DWPI, TDBD				
((user adj interface) same (crm or (customer adj relationship same management))) and (compliance same (comparison))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adj interface) same (crm or (customer adj relationship same management))) and (compliance same (comparison)) and ((hierarchy or tier) same case)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adj interface) same (crm or (customer adj relationship same management))) and ((hierarchy or tier) same case)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adj interface) same (crm or (customer adj relationship same management))) and ((hierarchy or tier) same case) or (((user adj interface) same (crm or (customer adj relationship same management))) and (compliance same (comparison)) and ((hierarchy or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
((user adj interface) same (crm or (customer adj relationship same management))) and ((hierarchy or tier) same case) or (((user adj interface) same (crm or (customer adj relationship same management))) and (compliance same (comparison)) and ((hierarchy or tier) same case))	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		02-17-2010
(705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-03-2010

((705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266) ) and ((customer adj relationship adj management) or crm)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-03-2010
((705/1 or 705/7 or 705/8 or 705/9 or 379/265 or 379/266) and ((customer adj relationship adj management) or crm) ) and ((customer or agent or provider or representative) adj interface)	PGPB, USPT, USOC, EPAB, JPAB, DWPI, TDBD	OR	YES		03-03-2010